

From: [NSW Government](#)
To: [Flood Inquiry](#)
Subject: Floods Inquiry
Date: Monday, 11 April 2022 10:44:45 AM

Your details

Title

First name

Last name

Email

Postcode

Submission details

I am making this submission as A resident in a flood-affected area

Submission type I am making a personal submission

Consent to make submission public I would like this submission to remain anonymous

Share your experience or tell your story

Terms of Reference (optional)

The Inquiry welcomes submissions that address the particular matters identified in its [Terms of Reference](#)

1.2 Preparation and planning Although my office in the CBD was impacted by flood waters I am fortunate in the fact that my home is well outside of the 'flood' area in

Lismore Heights.

However, my home and many others were impacted with large volumes of water coming from blocked drains and channels which cannot be cleaned by residents as they have padlocked closed by council and although residents have been assured these channels are cleaned 'monthly' they have been untouched for close to 12 months.

These drainage issues have been reported to Lismore Council frequently with no action. Online reporting tools, phone calls, emails to councillors and council staff still left these drainage issues unaddressed months after reporting with no one able to provide a date as to when they'll get around to it.

A quick word with residents or audit of reported issues would confirm this is not an isolated issue. Unmaintained drainage and stormwater is a very common resident complaint.

This lack of maintenance, process and accountability has led to property damage from storms that could have been entirely avoided. Lismore Council needs to treat drain and stormwater maintenance as an important part of their flood preparation strategy. Rising water from the river was not the only cause of damage in these floods.

Many roads throughout the Lismore LGA are severely damaged. Not just within the 'flood' area however across the entire LGA. Many of these roads had major potholes and erosion issues prior to the floods that residents have been asking for repair for months with no action. After the heavy rains the existing damage quickly escalated. The scale of the road network damage could have been drastically reduced if an adequate road maintenance schedule was followed.

I know from my past experience it usually takes at least 6 months for a pothole repair to be addressed. Often longer. Residents usually have to chase these several times before action. Lismore Council needs to treat road maintenance as part of it's essential flood preparation / mitigation strategy and fund appropriately.

The amount of waste around the residential areas of Lismore could have been greatly reduced if Lismore Council treated waste collection as part of their flood preparation / loss mitigation strategy.

Unlike most councils in Australia, Lismore does not offer residents any type of 'Kerbside collection' service for bulky waste. This encourages residents to keep items on their property that could otherwise enter the waste recovery system and be recycled instead of becoming slop for the river or landfill. Instead of a kerbside pickup service, council offer a small number of waste 'vouchers'. However not enough to cover all residents. Not only does this system exclude residents from the service by design it also excludes the more vulnerable in our community who may not have access to a vehicle to transport waste.

Lismore Council should treat a regular kerbside collection service as part of their flood preparation strategy.

1.3 Response to floods

Until about 4 weeks after the flood council were still asking residents to sit tight until they worked out a process for Asbestos collection. During this time broken asbestos was sitting on streets. This is not the first flood Lismore has had. Why was a process not in place prior to the flood as part of the councils flood response strategy ?

Supporting documents or images
